

LIVING IN THE ASYLUM HOME – IMPORTANT INFORMATION

Our Asylum Home provides housing to people of different races, nationalities, genders, ages, political beliefs, cultural habits and character traits. In order to establish a pleasant coexistence in such a diverse environment, you are kindly requested to show mutual understanding, display tolerance, and comply with our house rules.

ENTRY/EXIT OF RESIDENTS TO/FROM THE ASYLUM HOME

Residents are allowed to enter/exit the Asylum Home premises upon presenting their application registration card (ARC card):

- **Monday to Thursday from 6 am to 11 pm; Fridays, Saturdays, Sundays and public holidays until 1 am**
- unaccompanied minors: **Monday to Friday from 6 am to 9 pm; Saturdays, Sundays and public holidays until 10 pm.**

When exiting the Asylum Home premises, you are required to hand over your room key to the receptionist and collect your ARC card, and you are also obliged to return your ARC card and collect your key upon entering. If you spend the night outside the Asylum Home without a permit, you will not be entitled to receive pocket money allowance the following month.

If you refuse to be checked by the security guard, you will not be allowed to enter or exit the Asylum Home premises.

The competent persons shall check the **presence of the room occupants**, and the identity of the residents shall be clearly demonstrated (the face must be visible).

NIGHT-TIME PEACE AND QUIET

The Asylum Home residents are required to observe quiet hours between **10 pm and 6 am**. During quiet hours, residents are not allowed to engage in the activities disturbing peace at night.

RULES ON MOVEMENT AND LIVING IN THE ASYLUM HOME AND VISITOR GUIDELINES

Rooms get inspected for cleanliness once a week. Room inspection is carried out by healthcare personnel together with the Asylum Home social worker and the security service.

Movement of children under 18. Parents/guardians are obliged to ensure that children do not move around unsupervised. Pre-school children can only enter the dining room when accompanied by their parents or guardians. Children under the age of 10 are allowed to leave the Asylum Home unaccompanied only with the written consent of their parents, guardians or legal representatives.

Room changes are allowed only upon obtaining permission from the social worker.

You are allowed to visit the Asylum Home departments where you are not accommodated only in the event of the exercise of leisure activities, when visiting a social worker or after obtaining the permission granted by the social worker.

Residents are allowed to have visits in accordance with the timetable published on the Asylum Home notice boards. Visits are only permitted with a **previously issued visitor permit** delivered by the Asylum Home social worker.

Individuals who intend to submit their application for international protection are not allowed to have any visitors, the only exception to this rule being a legal counsellor and a legal representative who are allowed to visit their clients staying in the Asylum Home.

The competent persons, together with the security service, have the right to enter the rooms in order to carry out their duties.

GETTING AROUND LJUBLJANA

Those wishing to travel on Ljubljana city buses will **certainly** need an Urbana Card (pictured right). To access institutions (doctor, school, etc.), the card will be provided by the Asylum Home. You are required to return the card after use.

You can buy your Urbana card at any of the Urbana machines, newsagents and petrol stations. You can pay for your bus fare by adding credit to your Urbana card. **In case you get on the bus without having an Urbana card, you will be dealt with and sanctioned by the relevant authorities.**



HEALTH CARE

During your stay in the Asylum Home, you are entitled to have access to the health services you need. In case you have any health problems, please get in touch with your social worker who will give you further instructions about contacting our healthcare personnel. You are also entitled to have access to mental health services which are provided once a week.

NOTICE BOARD

There is a notice board in each Asylum Home department. The notice board contains the following information:

- timetables (meals, storage, bed linen changing, courses, activities)
- **Asylum Home house rules**
- **other important information**

SOCIAL WORKER

There is a social worker in each Asylum Home department, providing psycho-social support and assistance (help in difficult life situations, assistance in solving personal problems and social integration issues).

A social worker will assist you in matters relating to your stay in the Asylum Home (clothing, permits, food, accommodation, house rules, health care, etc.).

The social service office hours are displayed on the Asylum Home notice boards. There are no social service office hours on Saturdays, Sundays and public holidays.

ASYLUM HOME HOUSE RULES

The Asylum Home residents **are required to:**

- take care of their personal hygiene and the hygiene of living areas;
- clean their rooms on a daily basis, clean the rooms thoroughly at least once a week and enable room inspection to assess cleanliness and the condition of the rooms;
- keep common areas and bathroom (toilet) facilities clean;
- notify the Asylum Home social worker of any damage caused to common areas and equipment;
- adhere to meal and activity time schedule;
- inform the Asylum Home social worker or healthcare personnel in the event of suspicion of an infectious disease;
- sort their waste according to the waste separation guidelines;
- return the Urbana cards they were allocated to access various institutions and to exercise their rights;
- hand over their ARC card to the receptionist on arrival at the Asylum Home;
- exercise their parental responsibilities;
- place their waste in the designated areas;
- allow and apply the necessary sanitation and disinfection measures;
- protect the Asylum Home property from damage and breakage;
- use water and electricity sparingly;
- on entering the Asylum Home, show the contents of their luggage and allow a quick cursory inspection upon request by the security service, and enable inspection of their room;
- immediately report the loss of the ARC card to the Asylum Home social worker who will refer the resident

to the Ministry of the Interior employee responsible for operational matters;

- ensure that the ARC card is renewed;
- dry laundry and clothes in designated drying areas;
- comply with orders and instructions given by competent persons.

The Asylum Home shall not be liable for any damage to, destruction or loss of property belonging to the Asylum Home residents. Money and valuables may be handed over to a staff member responsible for financial matters. In that case a written receipt shall be issued to the person concerned.

In order to ensure security and order, the following shall be **prohibited** in the Asylum Home premises:

- taking food, cutlery and dishes out of the dining room without permission;
- rearranging room equipment and moving inventory from one room to another;
- writing and placing self-adhesive stickers or posters on walls and room equipment;
- smoking in common areas or places where more than one person is present;
- storing bicycles and other means of transport in the areas not intended for storage;
- expressing racial, religious, national, sexual, political or other intolerance in any shape or form;
- displaying abusive or violent behaviour to authorities, roommates, visitors or other people;
- bringing in and consuming alcoholic beverages and other intoxicating substances;
- bringing in dangerous objects and highly flammable substances;
- failure to comply with orders imposed by state office representatives, which would cause serious disorder and disturbance:

- making or bringing in objects suitable for assault, escape or the commission of a criminal offence;
- deliberately violating regulations on protection against fire, explosion or other natural disasters;
- property damage caused by intentional acts;
- obstructing the check-in procedure;
- carrying out gainful activities on the Asylum Home premises;
- recording or photographing interviews carried out by Office employees or self-employed persons or contractors working for the Office;
- violating public peace and order;
- triggering false alarms in various Asylum Home departments;
- using your own electrical appliances without permission.
- nothing may be brought onto the premises where applicants are staying.

Confiscated alcoholic beverages and objects shall be returned to the residents, upon their request, when they **move out from the Asylum Home.**

PROJECTS: COURSES, LEGAL ASSISTANCE, SOCIETIES

The Asylum Home hosts various activities carried out by humanitarian and non-governmental organisations (NGOs):

- information on rights, obligations, the procedure for recognition of international protection and legal assistance
- Slovene language courses and learning support for struggling students
- literacy classes for unaccompanied minors
- psychosocial support
- a wide range of leisure activities